

*Transforming the health of the community,
one person at a time*



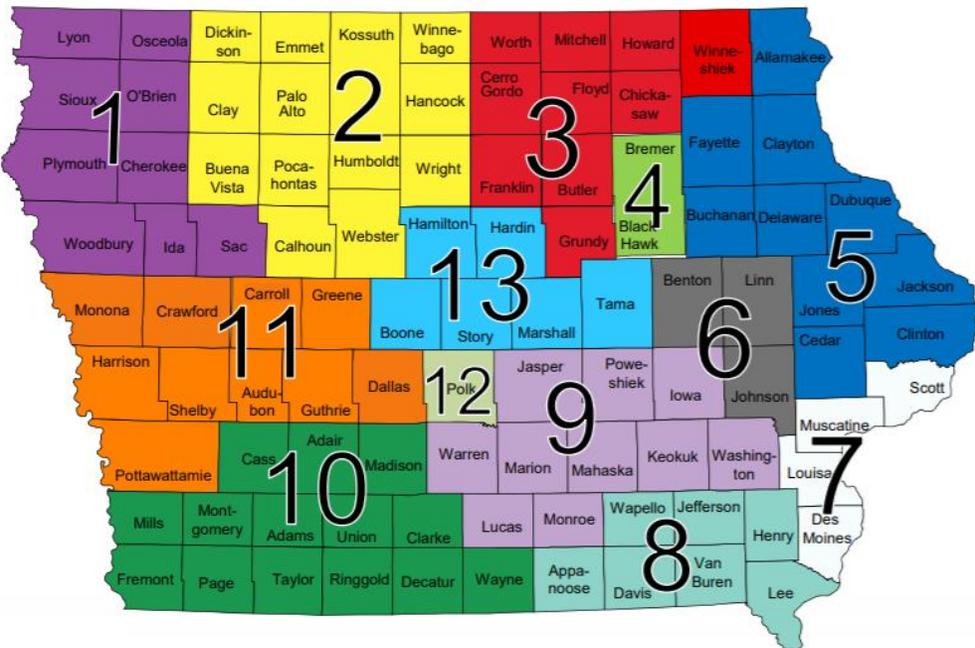
Health Policy Oversight Committee

December 21, 2020

ITC in the Community

- Approximately 300,000 members
- 800+ Iowa-based employees
- 500 employees in care management activities

Provider Relations



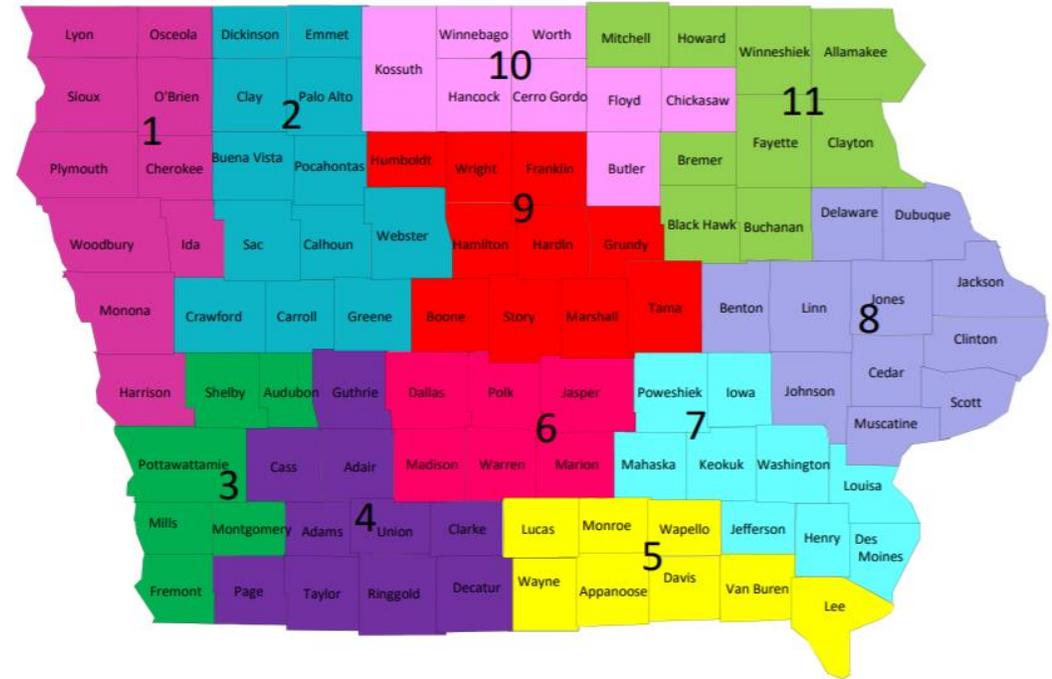
Community Based Case Management Manager Regions



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MemberConnections® Community Health Workers (CHWs)

ITC in the Community



COVID -19 – ITC helping respond to needs:

- More than 200,000 face masks donated to Iowa providers
- \$85,000 to Iowa food banks
- \$2,000 to Broadlawns Relief Fund
- \$7,500 Amazon Gift Cards to homeless shelters
- \$35,000 Walmart Gift Cards to community organizations
- 15,000 cloth face masks to community and youth organizations, and Head Starts
- 2,000 cloth face masks to high risk members
- 1,800 pounds of food to the Food Bank of Iowa
- 36 units of blood from ITC staff to the American Red Cross
- Promoting convalescent plasma donation within ITC and to members

ITC in the Community



Derecho – ITC helping respond to needs:

- ITC identified and prioritized outreach to high-risk members in affected areas to assess needs. Contact was made with all identified members by the weekend following the storm; approximately 5,000 members, nearly 100 contacted in-person
 - Members targeted for our outreach includes our LTSS population and active members in care management which includes pregnant moms
 - Reached out to high-risk members via phone and door-to-door
 - Provided needed items and services such as extension cords, ice, flashlights, shelf meals (non-refrigerated)
 - Charged wheelchairs and connected members with the Red Cross and local programs
 - Helped members to secure medications in areas where it was difficult to navigate streets and find open pharmacies
- ITC donated \$10,000 to Hot Meals USA to help impacted communities including Cedar Rapids, Marshalltown and Tama

Member Story